

VETERANS SERVICE OFFICER

Z031
Unc.
JG XV
MJE/a

DISTINGUISHING FEATURES OF THE CLASS: The work involves the planning, coordination and direction of the County Veterans' Services Office. This is an administrative position involving responsibility for planning and directing the activities of the County Veterans' Service program. Work requires a thorough knowledge of Federal, State and local laws pertaining to veterans' benefits and of regulations and procedures established by the Veterans Administration and other Federal agencies. Supervision is exercised over lower level employees. The work is performed without direct supervision in accordance with general policies outlined by the County Executive. Does related work as required.

TYPICAL WORK ACTIVITIES:

Represents veterans in hearings before the adjudication board of the Veterans Administration;
Personally interviews claimants in need of assistance;
Makes necessary contacts with various Federal, State and local agencies relative to claims and benefits to which veterans and their dependents are entitled;
Secures documentary evidence necessary for the proper presentation of claims and represents veterans and claimants before various boards or officials;
Attends conferences held by the Veterans Administration and other government agencies;
Prepares the annual office budget;
Attends meetings of the County Legislature and makes periodic reports to the Legislature and to the New York State Division of Veterans' Affairs.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of Federal, State and local laws and regulations relating to veterans' benefits and services; thorough knowledge of the forms, methods and procedures and records involved in the processing of veterans' benefit claims; good knowledge of counseling techniques; ability in public relations; ability to lay out and supervise the work of a staff of subordinates; ability to express ideas clearly and concisely; interest in veterans' problems; good judgment; resourcefulness; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Four (4) years of business, personnel or administrative experience, which included giving assistance to individuals regarding personal, legal, financial or placement problems; or:

SPECIAL REQUIREMENT:

Effective April 9, 1996, applicants and appointees to this position must be a veteran as defined by New York State Statute; specifically Executive Law, Article 17, Section 350 which states: A veteran is someone who served "in the active military or naval service of the United States during a war in which the United States was engaged and who has been released from such service otherwise than by dishonorable discharge, or who has been furloughed to the reserve."

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements